DOCUMENT RESUME

ED 446 780 IR 057 925

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TITLE	Public Libraries and the Internet 2000: Summary Findings and Data Tables.
SPONS AGENCY	National Commission on Libraries and Information Science, Washington, DC.
PUB DATE	2000-00-00
NOTE	25p.
PUB TYPE	Reports - Research (143) -- Tests/Questionnaires (160)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	*Access to Information; Disabilities; Information Technology; *Internet; Library Funding; *Library Services; Library Surveys; Longitudinal Studies; Poverty; *Public Libraries; Questionnaires; Rural Areas; Tables (Data); Training; Urban Areas; Users (Information)
IDENTIFIERS	Access to Technology; *Connectivity; Information Infrastructure

ABSTRACT

This study, sponsored by the U.S. National Commission on Libraries and Information Science, sought to: (1) provide longitudinal data regarding the percentage of public libraries connected to the Internet; (2) provide longitudinal data regarding the percentage of public libraries that provide graphical public access Internet services; (3) provide longitudinal data regarding the speed of library public access Internet services; (4) explore the funding sources that support public library Internet connectivity and information technology infrastructure development; (5) explore the level of use of online database resources, blocking technologies, and special software/hardware for individuals with disabilities by public libraries that provide public Internet access service; (6) explore the extent and nature of library public access Internet acceptable use policies; and (7) explore the extent and nature of library Internet training services offered by libraries to various types of library users and staff. Data were collected by a survey mailed to a sample of 1,500 public library outlets in May 2000. This report summarizes key findings by metropolitan status and poverty level. Data tables and the survey form are appended. (MES)

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ED 446 780

PUBLIC LIBRARIES AND THE INTERNET 2000: SUMMARY FINDINGS AND DATA TABLES

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September 7, 2000

IR057925

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INTRODUCTION

The U.S. National Commission on Libraries and Information Science (NCLSI) commissioned a *Public Libraries and the Internet* study for the year 2000. This study both updated previous NCLIS-sponsored studies (1994, 1995, 1996, 1997, and 1998)[1] and explored new territory regarding public library involvement with and use of the Internet.

In particular, the 2000 *Public Libraries and the Internet* study sought to (see Appendix B for a copy of the survey form):

- Provide longitudinal data regarding the percentage of public libraries connected to the Internet;
- Provide longitudinal data regarding the percentage of public libraries that provide graphical public access Internet services;
- Provide longitudinal data regarding the speed of library public access Internet services;
- Explore the funding sources that support public library Internet connectivity and information technology infrastructure development;
- Explore the level of use of online database resources, blocking technologies, and special software/hardware for individuals with disabilities by public libraries that provide public Internet access services;
- Explore the extent and nature of library public access Internet acceptable use policies; and,
- Explore the extent and nature of library Internet training services offered by libraries to various types of library users and staff.

These areas formed the basis for the survey form developed by the consultants in conjunction with NCLIS staff.

STUDY APPROACH AND METHOD

The 2000 study updated and re-geocoded all public library outlets using the 1997 public library dataset produced by the National Center for Education Statistics (NCES) through the Federal-State Cooperative System (FSCS). The 1997 file was the most current release available to the consultants. Using geographic information system-based techniques, a research team at Florida State University was able to successfully geocode 16,004 public library outlets in terms of their poverty (defined as less than 20%, 20%-40%, and greater than 40%) and metropolitan status (urban, suburban, and rural) using the same techniques as for the 1998 *Public Library Internet* study.[2] From the 16,004 geocoded outlets,[3] the consultants

drew a sample of 1,500 outlets in proportion to their percentages in the poverty and metropolitan status categories.

The consultants developed and pre-tested a number of survey questions for inclusion on the 2000 survey form. These pre-test methods included:

- Distributing and discussing the draft survey with state data coordinators at the FSCS professional development conference in March 2000;
- A focus group during the Public Library Association meeting in March 2000 with approximately 15 public librarians, state librarians, state data coordinators, and others knowledgeable in the area of public library Internet activities; and,
- Distributing draft copies of the survey to library school faculty and public librarians.

Based on the comments provided by the various survey reviewers, the consultants and NCLIS staff developed a final version of the survey for distribution to the sample of 1,500 public library outlets.

The consultants mailed the surveys to the 1,500 outlets in May 2000.[4] At the same time, the consultants distributed the sample list to the state data coordinators to apprise them of the library outlets sampled in their states. The consultants and NCLIS staff attempted to correct surveys returned due to incorrect addresses. When it was not possible to correct the address, or the library outlet closed, the consultants selected a replacement outlet in the same poverty and metropolitan status category. Survey collection occurred through June 2000, with a final response rate of 73.9%. The state data coordinators provided tremendous support to the data collection effort, assisting the consultants and NCLIS staff achieve such a high response rate in a month's time.

READING THE FIGURES

The consultants used a weighted analysis approach to analyze the data and generate national estimates. As such, the analysis uses the actual responses from the 1,108 library outlets from which a completed survey was received to estimate to all [geocoded] outlets.

For example, Hawkins Memorial Library in La Porte City, Iowa, is coded as a suburban library outlet with less than 20% poverty. Hawkins Memorial Library's responses (and all others designated suburban with less than 20% poverty) are weighted by 14.251 to generate an estimate for all suburban outlets with less than 20% poverty.[5]

Figures 3 through 13 present the *weighted* study findings. Thus, the data presented in the figures represent the *national estimates* of connectivity, public access, and other presented analysis. Readers should note that, due to the type of analysis and weight generation process, rounding occurs in the weights used, number of estimated outlets for a particular response, percentages/averages generated, and confidence intervals.

KEY SURVEY FINDINGS

Public libraries continue to connect to the Internet, enhance their connectivity, and provide a variety of public access Internet services. The sections below describe public library outlet Internet connectivity as of June 2000 and, where possible, identifies significant changes from the 1998 Public Libraries and the Internet study findings. The figures referenced in the following sections are in Appendix A of this report.

Connectivity and Public Access

Nearly all public library outlets – 95.7% – have an Internet connection (see Figure 3). This is an increase from 83.6% in 1998. The most notable increases in connectivity occurred in suburban and rural library outlets. Suburban library connectivity increased from 88.1% in 1998 to 98.5% in 2000, and rural library connectivity increased from 78.4% in 1998 to 93.3% in 2000.

Most library outlets also provide public access to the Internet, with 94.5% doing so (see Figure 4). This is up substantially from the 73.3% of library outlets that provided public access to the Internet in 1998. Significant increases in public access services occurred across all types of outlets by poverty and metropolitan status. Of particular interest is that all outlets in the poverty designations moved from the 72.8% to 79.5% range of public access service provision in 1998 to the 93.5% to 95.8% range in 2000.

The 1998 *Public Libraries and the Internet* study asked libraries if they expected to be connected to the Internet for public and staff access by June 1999. Overall, 47.6% of libraries responding that they were not currently connected expected to be by June 1999. Clearly, the overall increase in public library connectivity by more than 21% is a result of libraries being successful with Internet connectivity plans.

Of the outlets that provide public access Internet services, there is an average of 8.3 workstations per outlet (see Figure 5). Not surprisingly, rural libraries have fewer workstations (4.9) as compared to urban libraries (17.3). Since 1998, however, library outlets have nearly doubled the number of

public access workstations available to the public (see Figure 6). For example:

- 25% of public library outlets now have two (2) or fewer workstations as compared to one (1) workstation in 1998;
- 50% of public library outlets now have four (4) or fewer workstations as compared to three (3) in 1998; and,
- 75% of public library outlets now have eight (8) or fewer workstations as compared to four (4) or fewer in 1998.

Thus, public library outlets are providing more public access workstations to the populations that they serve.

Speed of connectivity for public access Internet services also increased since 1998. Of particular interest is that:

- 36.2% of outlets now have T1 (1.45mbps) service as their maximum speed of connectivity for public access services, as compared to 21.9% in 1998;
- 53.6% of outlets have greater than 56kbps (direct connect) service as their maximum speed of connectivity for public access services, as compared to 33.7% in 1998; and
- 35.4% of rural outlets have greater than 56kbps (direct connect) service as their maximum speed of connectivity for public access services, as compared to 22.2% in 1998.

The data demonstrate an overall increase in speeds of connectivity and a shift away from dialup connections. It is valuable to recognize that even rural libraries and those with poverty levels greater than 40% are able to provide T1 access. The data show an increase of 10.1% for rural libraries, an increase of 7.6% for libraries with more than 40% poverty, and an overall increase of connectivity at T1 speeds by 14.3%. As such, public libraries continue to augment the bandwidth available for their public access services.

Funding Connectivity and Information Technology Infrastructure

Public libraries combine a variety of funding sources to support their Internet services and information technology infrastructure (see Figure 8):

- 87.7% make use of operating funds from local governments and/or tax districts;
- 48.9% make use of Education-rate (E-rate) discounts; and,
- 23.6% to 31.4% make use of state library grants, state grants, gifts, and special grants (e.g., Gates Library Initiative).

Of particular interest is that 62.1% and 69.6%, respectively, of library outlets with 20-40% poverty and more than 40% poverty designations make use of the E-rate discount to support their Internet connectivity services.

Internet Services Provision and Implementation

The survey form queried public libraries as to their provision and implementation of public access online databases, disability, and training services. The study found that:

- 60.4% of public library outlets offer access to online database subscription services on all of their workstations (see Figure 9);
- 36.1% of public library outlets offer remote access to their online database services (see Figure 9);
- 71.2% of public library outlets do not provide special hardware/ software on their public access workstations for individuals with disabilities (see Figure 10);
- 75.5% of public library outlets do not block and/or filter Internet content on their public access workstations (see Figure 11);
- 95.5% of public library outlets have acceptable use policies for their public access Internet services, and 43.6% differentiate between users (e.g., children, adults) in their policies (see Figure 12); and,
- 62.3% of public library outlets offer Internet training services, of which 55.1% that provide training to the adult public, 44.3% to library staff, and 43.7% to children/youth public (see Figure 13).

In general, therefore, public library outlets offer online database services, do not filter and/or block Internet content, do not provide special hardware/ software for individuals with disabilities to use the Internet, have acceptable use policies in place, and offer the public Internet training services.

NOTES AND REFERENCES

1. See McClure, C. R., Bertot, J. C., and Zweizig, D. L. (1994). *Public libraries and the Internet: Study results, policy issues, and recommendations.* Washington, D.C.: National Commission on Libraries and Information Science; McClure, C.R., Bertot, J.C., and Beachboard, J.C. (1995). *Internet costs and cost models for public libraries.* Washington, D.C.: National Commission on Libraries and Information Science; Bertot, J. C., McClure, C. R., and Zweizig, D. L. (1996). *The 1996 national survey of public libraries*

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2. For a detailed discussion of the geocoding process, ee Appendix C of U.S. National Commission on Libraries and Information Science. (1998). *Moving toward more effective public Internet access: The 1998 national survey of public library outlet Internet connectivity.* Washington, D.C.: National Commission on Libraries and Information Science.

3. According to the National Center for Education Statistics, there were 16,925 public library outlets in 1997. Of those, many have P.O. boxes for mailing addresses and several are bookmobiles. It is not possible to geocode bookmobiles nor some service outlets with P.O. boxes as these are not fixed locations. With the techniques available in April 2000, it was possible to geocode 16,004 of the 16,925 outlets. CITE NCES.

4. Respondents also had the option of completing the survey form online via a web-based survey.

5. By multiplying the weight of 14.251 by the total number of respondents in the suburban with less than 20% poverty outlets (14.251x311 – see Figure 2), one should get the total number of outlets for that cell in Figure 1 (4,332).

APPENDIX A – SUMMARY FIGURES OF SURVEY FINDINGS

Figure 1. Public Library Outlets by Metropolitan Status and Poverty.				
	Poverty			
	Less than 20%	20%-40%	More than 40%	Overall
Metropolitan Status				
Urban	10.1% (n=1,614)	5.7% (n=905)	1.4% (n=223)	17.1% (n=2,742)
Suburban	27.7% (n=4,432)	2.0% (n=316)	0.1% (n=16)	29.8% (n=4,764)
Rural	42.5% (n=6,801)	10.1% (n=1,611)	0.5% (n=86)	53.1% (n=8,498)
Overall	80.3% (n=12,847)	17.7% (n=2,832)	2.0% (n=325)	**100.0%*** (n=16,004)
Based on geocoding of 16,004 outlets.				

Figure 2. Response Rate of 2000 Outlet Study by Metropolitan Status and Poverty.

	Poverty			
	Less than 20%	**20%-40%**	**More than 40%**	**Overall**
Metropolitan Status				
Urban	11.4% (n=126)	5.3% (n=59)	1.9% (n=21)	18.6% (n=205)
Suburban	28.1% (n=311)	1.7% (n=19)	0.4% (n=4)	30.1% (n=334)
Rural	42.2% (n=468)	8.4% (n=93)	0.6% (n=7)	51.3% (n=568)
Overall	81.7% (n=905)	15.4% (n=171)	2.9% (n=32)	**100.0%*** (n=1,108)

Based on 1,108 responses out of 1,500 for a total response rate of 73.9%.

Figure 3. Public Library Outlets Connected to the Internet by Metropolitan Status and Poverty.

Base=16,004	Poverty			
	Less than 20%	20%-40%	More than 40%	Overall
Metropolitan Status				
Urban	98.4% +/- 1.3% (n=1,588)	100.0% +/- 0.0% (n=905)	90.5% +/- 2.9% (n=202)	98.3% +/- 1.3% (n=2,695)
Suburban	98.4% +/- 1.3% (n=4,361)	100.0% +/- 0.0% (n=316)	100.0% +/- 0.0% (n=16)	98.5% +/- 1.2% (n=4,693)
Rural	93.1% +/- 2.5% (n=6,336)	93.5% +/- 2.5% (n=1,507)	100.0% +/- 0.0% (n=86)	93.3% +/- 2.5% (n=7,929)
Overall	95.6% +/- 2.0% (n=12,285)	96.3% +/- 1.9% (n=2,728)	92.8% +/- 2.6% (n=302)	**95.7%** +/- 2.0% (n=15,317)

Figure 4. Connected Public Library Outlets that Provide Public Access to the Internet by Metropolitan Status and Poverty.

Base=16,004	Poverty			
	Less than 20%	20%-40%	More than 40%	Overall
Metropolitan Status				
Urban	98.4% +/- 1.3% (n=1,588)	98.3% +/- 1.3% (n=890)	90.5% +/- 2.9% (n=202)	97.7% +/- 1.5% (n=2,680)
Suburban	97.1% +/- 1.7% (n=4,304)	100.0% +/- 0.0% (n=316)	100.0% +/- 0.0% (n=16)	97.3% +/- 1.6% (n=4,636)
Rural	91.5% +/- 2.8% (n=6,220)	93.5% +/- 2.5% (n=1,507)	100.0% +/- 0.0% (n=86)	91.9% +/- 2.7% (n=7,813)
Overall	94.3% +/- 2.3% (n=12,112)	95.8% +/- 2.0% (n=2,713)	93.5% +/- 2.5% (n=304)	**94.5%** +/- 2.3% (n=15,128)

Figure 5. Average Number of Public Library Outlet Graphical Public Access Internet Terminals by Metropolitan Status and Poverty.

Base=15,128	Poverty			
	Less than 20%	**20%-40%**	**More than 40%**	**Overall**
Metropolitan Status				
Urban	13.7 range: 1-191	24.9 range: 1-700	11.9 range: 2-32	17.3 range: 1-700
Suburban	8.9 range: 1-220	6.5 range: 1-23	3.5 range: 2-5	8.7 range: 1-220
Rural	4.6 range: 1-41	6.1 range: 1-38	5.9 range: 1-19	4.9 range: 1-41
Overall	7.3 range: 1-220	12.3 range: 1-700	7.2 range 1-32	**8.3** range: 1-700

Figure 6. Frequency Analysis of Public Library Outlet Number of Graphical Public Access Workstations.	
Quartile	**Number of Graphical Workstations Per Outlet**
1 (25%)	2
2 (50%)	4
3 (75%)	8
Base=15,128	

Figure 7. Public Library Outlet Maximum Speed of Public Access Internet Services by Metropolitan Status and Poverty.

Base=15,128	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Maximum Speed							
Less than 56kbps	1.0% +/- 0.1% (n=26)	2.5% +/- 1.5% (n=114)	9.4% +/- 2.9% (n=738)	6.7% +/- 2.7% (n=808)	0.7% +/- 2.9% (n=16)	0.0% +/- 0.0% (n=0)	5.8% +/- 2.3% (n=877)
56kbps dial-up	1.0% +/- 0.1% (n=26)	7.4% +/- 2.6% (n=344)	25.3% +/- 4.3% (n=1,975)	17.7% +/- 3.8% (n=2,141)	9.5% +/- 2.9% (n=204)	16.2% +/- 3.7% (n=49)	15.5% +/- 3.6% (n=2,345)
56kbps direct connect	10.0% +/- 3.0% (n=269)	25.6% +/- 4.4% (n=1,184)	29.8% +/- 4.6% (n=2,331)	24.4% +/- 4.3% (n=2,995)	8.7% +/- 2.9% (n=186)	26.3% +/- 4.4% (n=80)	25.0% +/- 4.3% (n=3,784)
64kbps – 128kbps	7.9% +/- 2.7% (n=211)	9.0% +/- 2.7% (n=417)	6.9% +/- 2.5% (n=543)	7.1% +/- 2.6% (n=863)	5.1% +/- 2.9% (n=108)	8.3% +/- 2.7% (n=25)	7.7% +/-2.7% (n=1,171)
128kbps – 1.5mbps	15.7% +/- 3.6% (n=420)	6.6% +/- 2.5% (n=304)	3.8% +/- 1.9% (n=296)	6.0% +/- 2.4% (n=727)	6.8% +/- 2.9% (n=146)	0.0% +/- 0.0% (n=0)	6.7% +/- 2.5% (n=1,020)
T1 (1. 5mbps)	56.9% +/- 4.9% (n=1,524)	45.6% +/- 4.9% (n=2,115)	23.4% +/- 4.2% (n=1,831)	35.3% +/- 4.8% (n=4,272)	23.5% +/- 2.9% (n=502)	41.6% +/- 4.9% (n=126)	36.2% +/- 4.8% (n=5,471)
Greater than 1.5mbps	7.7% +/- 2.6% (n=205)	3.4% +/- 1.8% (n=157)	1.3% +/- 1.1% (n=99)	2.9% +/- 1.7% (n=346)	0.6% +/- 2.9% (n=12)	7.5% +/- 2.6% (n=123)	3.0% +/- 1.7% (n=461)

Figure 8. Public Library Outlet Funding for Internet-Related Technology and Infrastructure by Metropolitan Status and Poverty.

Base=15,128	Metropolitan Status			Poverty Level			
	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Funding Source							
Operating funds from local government/tax districts	96.2% +/- 1.9% (n=2,579)	90.1% +/- 2.9% (n=4,176)	83.3% +/- 3.7% (n=6,507)	87.2% +/- 3.3% (n=10,560)	91.1% +/- 2.8% (n=2,472)	75.5% +/- 4.3% (n=229)	87.7% +/- 3.3% (n=13,262)
Operating funds from state library	19.7% +/- 3.9% (n=529)	19.6% +/- 3.9% (n=908)	27.2% +/- 4.4% (n=2,126)	21.1% +/- 4.1% (n=2,559)	34.8% +/- 4.8% (n=943)	20.1% +/- 4.0% (n=61)	23.6% +/- 4.2% (n=3,563)
State grants	33.6% +/- 4.7% (n=899)	27.2% +/- 4.4% (n=1,261)	29.6% +/- 4.6% (n=2,312)	29.1% +/- 4.5% (n=3,526)	30.5% +/- 4.6% (n=826)	39.6% +/- 4.9% (n=120)	29.6% +/- 4.6% (n=4,472)
Federal government funds (LSTA, TIAPP)	23.3% +/- 4.2% (n=626)	12.6% +/- 3.3% (n=583)	19.9% +/- 4.0% (n=1,558)	17.8% +/- 3.8% (n=2,153)	19.8% +/- 4.0% (n=537)	25.3% +/- 4.4% (n=77)	18.3% +/-3.9% (n=2,767)
Education Rate (E-rate) discount	58.9% +/- 4.9% (n=1,580)	44.1% +/- 5.0% (n=2,043)	48.2% +/- 5.0% (n=3,769)	45.4% +/- 5.0% (n=5,496)	62.1% +/- 4.9% (n=1,684)	69.6% +/- 4.6% (n=211)	48.9% +/- 5.0% (n=7,392)
Library foundation funds	20.5% +/- 4.0% (n=549)	2.8% +/- 1.6% (n=128)	7.4% +/- 2.6% (n=577)	7.1% +/- 2.6% (n=857)	13.1% +/- 3.4% (n=355)	14.0% +/- 3.5% (n=32)	8.3% +/- 2.8% (n=1,255)
Special grant funding (e.g., Gates Library Program)	45.5% +/- 5.0% (n=1,220)	25.9% +/- 4.3% (n=1,119)	29.8% +/- 4.6% (n=2,331)	26.1% +/- 4.4% (n=3,162)	53.1% +/- 5.0% (n=1,440)	48.4% +/- 5.0% (n=147)	31.4% +/- 4.6% (n=4,749)
Gifts, contributions, donations	17.9% +/- 3.8% (n=480)	21.7% +/- 4.1% (n=1,006)	30.0% +/- 4.6% (n=2,342)	26.9% +/- 4.4% (n=3,259)	18.2% +/- 3.9% (n=494)	24.7% +/- 4.3% (n=75)	25.3% +/- 4.3% (n=3,828)
Local fund raisers	4.7% +/- 2.1% (n=126)	7.5% 2.3% (n=347)	9.2% +/- 2.9% (n=719)	8.5% +/- 2.8% (n=1,028)	4.3% +/- 2.0% (n=118)	15.1% +/- 3.6% (n=46)	7.9% +/- 2.7% (n=1,192)
Other income sources	5.8% +/- 2.3% (n=155)	9.9% +/- 3.0% (n=460)	8.8% +/- 2.8% (n=691)	9.7% +/- 2.9% (n=1,172)	3.6% +/- 1.9% (n=98)	11.8% +/- 3.2% (n=36)	8.6% +/- 2.8% (n=1,306)

Percentages will not total to 100.0% as respondents could select multiple funding options.

Figure 9. Public Library Outlet Public Access Database Subscription Services by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Base=15,128	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Subscription Database Services							
On all workstations	77.3% +/- 4.1% (n=2,071)	63.9% +/- 4.8% (n=2,960)	52.6% +/- 5.0% (n=4,108)	59.1% +/- 4.9% (n=7,161)	66.6% +/- 4.7% (n=1,807)	56.2% +/- 5.0% (n=171)	60.4% +/- 4.9% (n=9,139)
On some workstations	19.8% +/- 4.0% (n=532)	25.2% +/- 4.3% (n=1,168)	18.2% +/- 3.8% (n=1,426)	20.7% +/- 4.1% (n=2,511)	20.1% +/- 4.0% (n=545)	22.8% +/- 4.2% (n=69)	20.7% +/- 4.0% (n=3,125)
On no workstations	2.9% +/- 1.7% (n=77)	10.9% +/- 3.1% (n=508)	29.0% +/- 4.5% (n=2,265)	20.0% +/- 4.0% (n=2,425)	13.3% +/- 3.4% (n=360)	21.0% +/- 4.1% (n=64)	18.8% +/- 3.9% (n=2,849)
Subscription services offered remotely to off-site users	59.6% +/- 4.9% (n=1,598)	43.9% +/- 5.0% (n=2,036)	23.4% +/- 4.2% (n=1,831)	35.6% +/- 4.8% (n=4,314)	39.0% +/- 4.9% (n=1,059)	30.6% +/- 4.6% (n=93)	36.1% +/-4.8% (n=5,465)

Figure 10. Public Library Outlet Public Access Provision of Special Hardware/Software for Individuals with Disabilities by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Base=15,128	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Hardware/ Software for Persons with Disabilities							
On all workstations	8.7% +/- 2.8% (n=233)	7.0% +/- 2.6% (n=325)	9.3% +/- 2.9% (n=725)	5.8% +/- 2.3% (n=706)	20.4% +/- 4.0% (n=554)	7.5% +/- 2.6% (n=23)	8.5% +/- 2.8% (n=1,284)
On some workstations	26.6% +/- 4.4% (n=713)	23.9% +/- 4.3% (n=1,109)	6.1% +/- 3.7% (n=1,256)	18.5% +/- 3.9% (n=2,242)	29.6% +/- 4.6% (n=804)	10.5% +/- 3.1% (n=32)	20.3% +/- 4.0% (n=3,078)
On no workstations	64.7% +/- 4.8% (n=1,734)	69.1% +/- 4.6% (n=3,201)	74.6% +/- 4.4% (n=5,832)	75.7% +/- 4.3% (n=9,163)	49.9% +/- 5.0% (n=1,355)	82.0% +/- 3.9% (n=249)	71.2% +/- 4.5% (n=10,767)

Figure 11. Public Library Outlet Public Access Internet Blocking of Internet Services by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Base=15,128	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Blocking of Internet Services							
On all workstations	10.7% +/- 3.1% (n=287)	8.4% +/- 2.8% (n=390)	9.9% +/- 3.0% (n=770)	9.5% +/- 2.9% (n=1,154)	9.9% +/- 3.0% (n=270)	7.5% +/- 2.6% (n=23)	9.6% +/- 2.9% (n=1,446)
On some workstations	18.5% +/- 3.9% (n=495)	21.8% +/- 4.1% (n=1,012)	9.7% +/- 3.0% (n=758)	14.6% +/- 3.5% (n=1,767)	16.7% +/- 3.7% (n=453)	14.5% +/- 3.5% (n=44)	15.0% +/- 3.6% (n=2,265)
On no workstations	70.8% +/- 4.4% (n=1,898)	69.8% +/- 4.6% (n=3,234)	80.4% +/- 4.0% (n=6,285)	75.9% +/- 4.3% (n=9,191)	73.3% +/- 4.4% (n=1,990)	77.9% +/- 4.2% (n=237)	75.5% +/- 4.3% (n=11,417)

Figure 12. Public Library Outlet Acceptable Use Policies for Public Access Internet Services by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Base=15,128	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Acceptable use policy in place for public access Internet Services	96.8% +/- 1.8% (n=2,595)	97.1% +/- 1.7% (n=4,504)	94.0% +/- 2.4% (n=7,345)	94.7% +/- 2.2% (n=11,469)	99.4% +/- 0.7% (n=2,695)	91.7% +/- 2.8% (n=279)	95.5% +/- 2.1% (n=14,443)
Acceptable use policy differentiates between users (e.g., children, adults)	31.4% +/- 4.6% (n=841)	41.1% +/- 4.9% (n=1,906)	49.2% +/- 5.0% (n=3,842)	43.2% +/- 5.0% (n=5,234)	43.9% +/- 5.0% (n=1,191)	53.8% +/- 5.0% (n=163)	43.6% +/- 5.0% (n=6,589)

Figure 13. Public Library Outlet Internet Training Services Provision by Metropolitan Status and Poverty.

	Metropolitan Status			Poverty Level			
Base=15,128	Urban	Suburban	Rural	Less than 20%	20%-40%	More than 40%	Overall
Library outlet offers Internet Training Services	75.9% +/- 4.3% (n=2,033)	69.6% +/- 4.6% (n=3,228)	53.4% +/- 5.0% (n=4,169)	62.4% +/- 4.8% (n=7,556)	60.9% +/- 4.9% (n=1,651)	73.1% +/- 4.4% (n=222)	62.3% +/- 4.8% (n=9,430)
Training Audiences							
Library Staff	47.9% +/- 5.0% (n=1,283)	50.1% +/- 5.0% (n=2,321)	39.7% +/- 4.9% (n=3,099)	44.4% +/- 5.0% (n=5,379)	43.7% +/- 5.0% (n=1,184)	46.2% +/- 5.0% (n=140)	44.3% +/- 4.9% (n=6,704)
Local Business	13.4% +/- 3.4% (n=359)	9.6% +/- 3.0% (n=447)	10.9% +/- 3.1% (n=851)	10.3% +/- 3.0% (n=1,250)	13.8% +/- 3.4% (n=373)	11.0% +/- 3.1% (n=34)	11.0% +/- 3.1% (n=1,657)
Adult Public	68.9% +/- 4.6% (n=1,846)	62.5% +/- 4.8% (n=2,895)	46.0% +/- 5.0% (n=3,593)	55.1% +/- 5.0% (n=6,676)	54.2% +/- 5.0% (n=1,470)	61.5% +/- 4.9% (n=187)	55.1% +/- 5.0% (n=8,334)
Local Government	11.3% +/- 3.2% (n=302)	8.6% +/- 2.8% (n=399)	8.6% +/- 2.8% (n=671)	9.2% +/- 2.9% (n=1,119)	8.9% +/- 2.9% (n=242)	3.5% +/- 1.8% (n=11)	9.1% +/- 2.9% (n=1,372)
Children/ Youth Public	59.4% +/- 5.0% (n=1,592)	46.5% +/- 5.0% (n=2,158)	36.6% +/- 4.8% (n=2,859)	42.7% +/- 5.0% (n=5,175)	45.6% +/- 5.0% (n=1,238)	64.3% +/- 4.8% (n=195)	43.7% +/- 5.0% (n=6,608)
Other Targeted Populations	21.9% +/- 4.1% (n=586)	12.9% +/- 3.4% (n=597)	12.5% +/- 3.3% (n=975)	13.6% +/- 3.4% (n=1,648)	16.2% +/- 3.7% (n=439)	23.6% +/- 4.3% (n=72)	14.3% +/- 3.5% (n=2,158)

APPENDIX B – 2000 STUDY SURVEY FORM

(Note: the original survey was one page, front and back. The front contained the survey questions, the back contact information and a glossary of terms)

National Survey of Public Library Outlet Internet Connectivity

Instructions: The U.S. National Commission on Libraries and Information Science is surveying a national sample of public libraries regarding their connectivity to the Internet. Please respond to the questions that follow for the outlet or library listed on the backside of this survey form. There is a glossary of terms on the back of the survey form to assist you complete the survey. Thank you for your participation! **PLEASE RETURN THE QUESTIONNAIRE BY Friday, June 16, 2000.**

1. Is this library outlet **currently connected** to the Internet in any way? (FILL IN ONE ● ONLY)
   - O No (please return the survey. **THANK YOU!**)
   - O Yes, staff access only (please return the survey. **THANK YOU!**)
   - O Yes, public and staff access (please go to question 2)

2. Please indicate the **number of GRAPHICAL public access Internet workstations** provided by this library outlet:
   (FILL IN ONE ● ONLY)
   O 1 O 2 O 3 O 4 O 5 O 6 O 7 O 8 O 9 O 10
   O 11 O 12 O 13 O 14 O 15 O 16 O 17 O 18 O 19 or more (please indicate):_____

3. Please indicate the **maximum speed** of this **library outlet's public access Internet service connection**: (FILL IN ONE ● ONLY)
   O Less than 56kbps O 56kbps **direct connect** O More than 128kbps but less than 1.5 mbps
   O 56kbps **dial-up** O 64kbps-128kbps O 1.5 mbps (T1) O More than 1.5 mbps

4. Please indicate this library outlet's **sources of funding** for Internet-related technology and infrastructure (e.g., space, wiring, telecommunications services, workstations, servers, furniture, etc.): (FILL IN ALL ● THAT APPLY)
   - O Operating funds from local government/tax districts
   - O Operating funds from state library Program)
     - O State grants
     - O Federal government funds (LSTA, TIAPP)
   - O Education Rate (E-rate) discount
   - O Library foundation funds
   - O Special grant funding (e.g., Gates Library
   - O Gifts, contributions, donations
   - O Local fund raisers
   - O Other income sources

5. Please complete the following questions about this library outlet's **public access Internet services**:
   (FILL IN ALL ● THAT APPLY)

	On all workstations	On some workstations	On no workstations	Service offered remotely to off-site users
This library outlet offers public access to subscription databases (e.g., EbscoHost, InfoTrac, SIRS, etc.)	O	O	O	O
This library outlet provides special hardware/software to assist access for individuals with disabilities (e.g., large print display, oversized keyboards, voice conversion software)	O	O	O	
This library outlet uses technology measures (e.g., filtering software) to block users from accessing various Internet services (e.g., e-mail, chat)	O	O	O	

6. Does this library outlet have an **acceptable use policy for public Internet access** in place? (FILL IN ALL ● THAT APPLY)
   O Yes O No If yes, does the policy differentiate between users (e.g., children, adults)? O Yes O No

7. Does this library outlet offer **Internet training services**: (FILL IN ONE ● ONLY):

O Yes O No (If no, please return the survey. **THANK YOU!**)

If yes, to whom does this outlet offer Internet training services? (FILL IN ALL ● THAT APPLY)

O Library staff O Adult public O Children/youth public
O Local business O Local government O Other targeted populations

Survey glossary and contact information are on the other side

For questions concerning the survey, please contact:

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GLOSSARY OF SURVEY ABBREVIATIONS/KEY TERMS	
Outlet	A library facility. In the case of some public libraries, there is only one facility or outlet. Other public libraries have several outlets or facilities sometimes referred to as branches.
Graphical Workstation	A workstation and/or computer that is capable of displaying graphical images, pictorial representations, or other multi-media formats.
Public Access Internet Workstations	Those library outlet graphical workstations that provide public access to the Internet, including those that provide access to a limited set of Internet-based services such as online databases.
KBPS	Kilobits per second.
MBPS	Megabits per second.
Dial-up Internet Connection	Internet connection using a modem and a phone line.
Direct Internet Connection	Internet connection using a dedicated connection such as a leased line (e.g., T1, 56kbps, ISDN, DSL) or cable.
Service Offered Remotely to Off-Site Users	Internet-based services such as online databases (e.g., EbscoHost) the library offers that users can access via the Internet from home, office, school, or other non-library locations.
Acceptable Use Public Access Policy	A formal, written statement that governs the use of public access Internet workstations by the users.
Internet Training Services	Formal training sessions with developed curriculum modules that cover specific topics (e.g., web browser basics, Internet searching, basic computing skills).